19. Explain the various stages of Hawthorne experiments.

20. Discuss why the employees are resist to change and suggest suitable measures to overcome it.

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APRIL/MAY 2025

GCM32/DCM32 — ORGANISATIONAL BEHAVIOUR

Time : Three hours Maximum : 75 marks

SECTION A — (10 × 2 = 20 marks)

Answer ALL questions.

1. What is total quality management?

2. Define human values.

3. What is meant by morale?

4. Give the meaning of workplace.

5. What is counseling in organizational behavior?

6. What is attitude?

7. What is motivation?

8. Define : Group

9. Who is a transactional leader?

10. What are artifacts?

SECTION B — (5 × 5 = 25 marks)

Answer ALL questions.

11. (a) Describe the importance of organizational behaviour.

Or

(b) What does management role mean?

12. (a) What does self theory of personality emphasize?

Or

(b) Distinguish between Formal and Informal groups.

13. (a) Write the determinants of Job Satisfactions.

Or

(b) Discuss the factors that affect morale in a business organization.

14. (a) What is the role of work environment?

Or

(b) How does workplace design influence employee productivity?

15. (a) Write the nature of organizational change.

Or

(b) Enumerate the different types of counseling.

SECTION C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Explain the different models of organizational behavior.

17. Describe in detail the methods of group decision making in an organization.

18. How will you manage stress in the organization elaborate it.